



PASSENGER ASSISTANCE POLICY

All Harford Transit LINK drivers are trained in passenger assistance techniques and will provide assistance in boarding and debarking from the vehicle.

DRIVERS WILL

- Provide assistance in boarding/debarking
- Lend a steady arm for balance when boarding
- Help passenger find a seat and/or fasten a seatbelt
- Help secure a wheelchair

DRIVERS WILL NOT

- Provide assistance that involves weight bearing
- Lift or carry passengers
- Enter a passenger's home*
- Provide door-to-door service

**For the safety and protection of both drivers and passengers, it is against our policy to provide door-to-door assistance by entering a passenger's home.*



RIGHT TO DENY SERVICE: The driver may deny service if the passenger cannot safely travel to and from the vehicle. A supervisor may be present to assess a new passenger's needs at their initial service.



WHEELCHAIRS: For passengers using wheelchairs, the path between the door and the vehicle must be wheelchair-accessible.



PERSONAL BELONGINGS: Passengers are responsible for carrying their belongings. Packages that cannot be stowed on the lap or seat beside the passenger are not permitted unless space allows and packages may be properly secured. Harford Transit LINK is not responsible for any items lost, damaged, or left on the vehicle.

PERSONAL CARE ATTENDANT POLICY

A Personal Care Attendant (PCA) is someone designated or employed specifically to help an individual with a disability meet his or her personal needs in daily living activities.

Individuals who need extensive assistance in traveling (beyond that which the Harford Transit LINK driver can provide), including lifting, carrying, support during the ride, and/or behavior control, must arrange for a PCA to accompany and assist them. **Harford Transit does not provide PCAs.**

Passengers must register the PCA with Harford Transit LINK. The PCA is required for all future travel to assure passenger needs are handled appropriately. A registered PCA may accompany the passenger free of charge.

